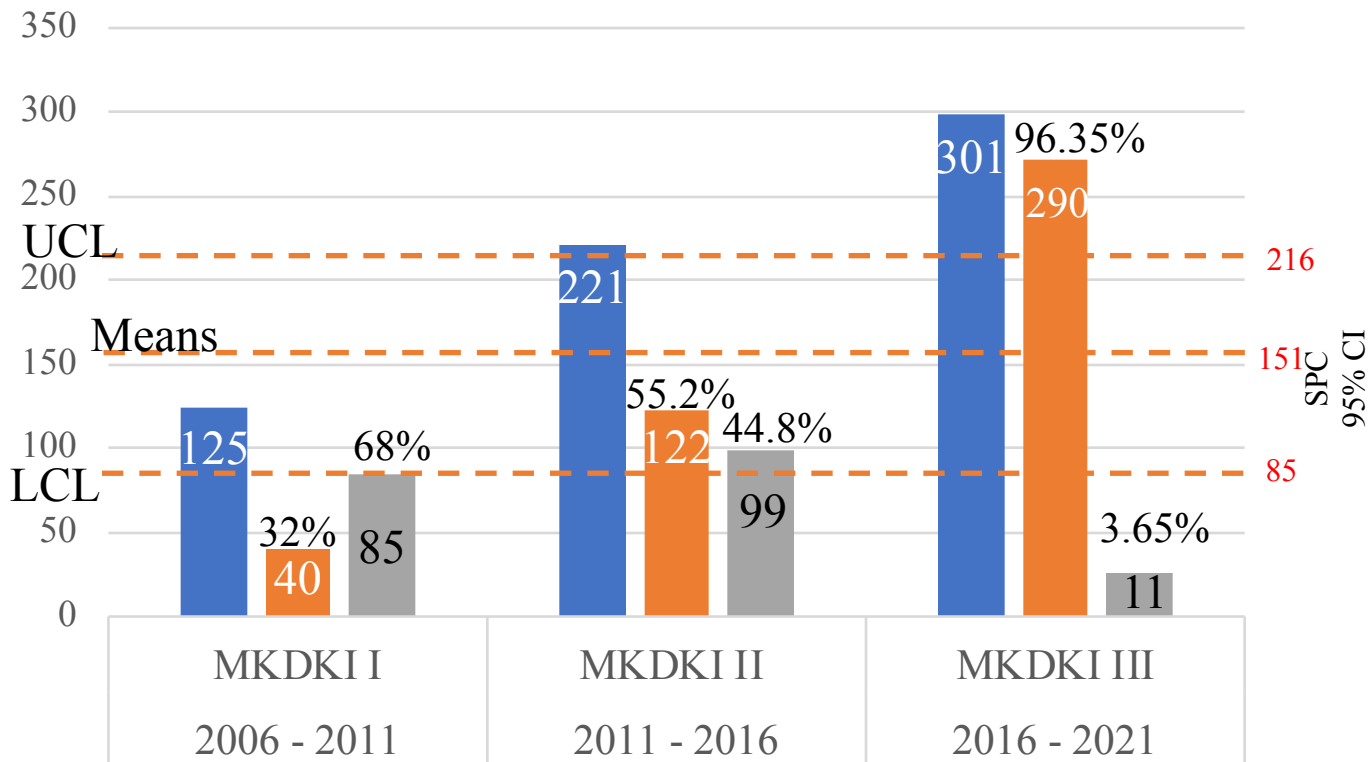


MKDKI Periode I s/d III (2006 s/d 17 November 2021)

Tahun	2006 - 2011	2011 - 2016	2016 - 2021
Periode	MKDKI I	MKDKI II	MKDKI III
Kasus	125	221	301
Selesai	40	122	290
%	32	55.2	96.35
Sisa	85	99	11
%	68	44.8	3.65

PERBANDINGAN KINERJA MKDKI 2006 - 2021



Catatan:

■ Kasus ■ Selesai ■ Sisa

Sisa adalah jumlah kasus pengaduan yang masih berproses dan dilimpahkan kepada MKDKI periode berikutnya.

MONITORING INDEKS PENGADUAN (IP)

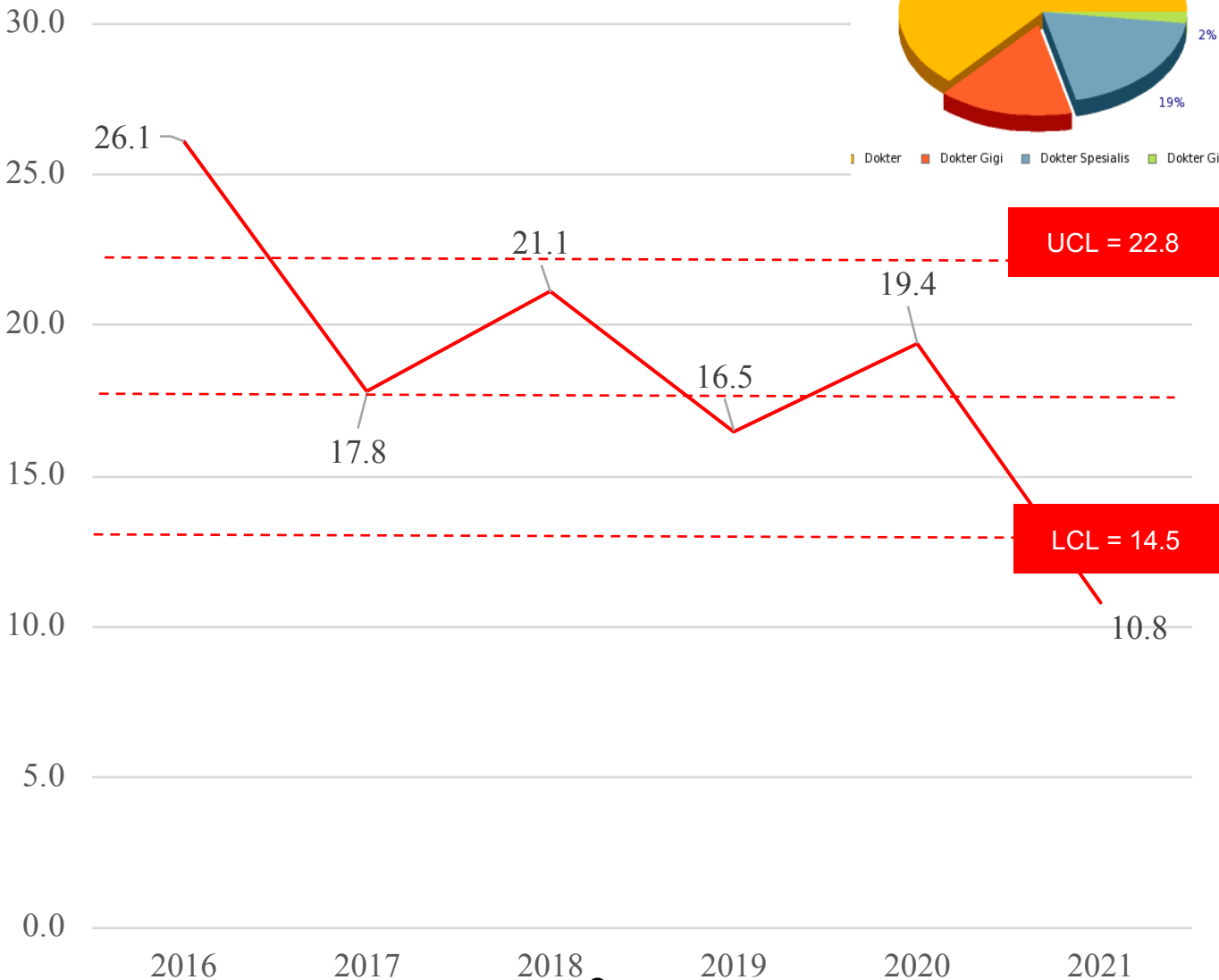
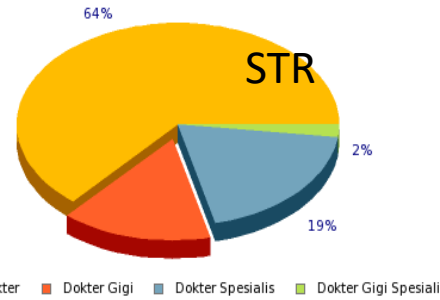
MKDKI 2016 s/d 17 NOVEMBER 2021

Statistics Process Control (SPC)

95% CI = Mean \pm 2 SE

	2016	2017	2018	2019	2020	2021	Jumlah	Rerata	2SE	UCL	LCL
Jumlah STR	149432	168505	184902	199449	211162	221732					
Pengaduan	39	30	39	33	41	24	206	34			
IP (1/100 000)	26.1	17.8	21.1	16.5	19.4	10.8		18.6	4.1	22.8	14.5

Indeks Pengaduan IP (1/100 000)

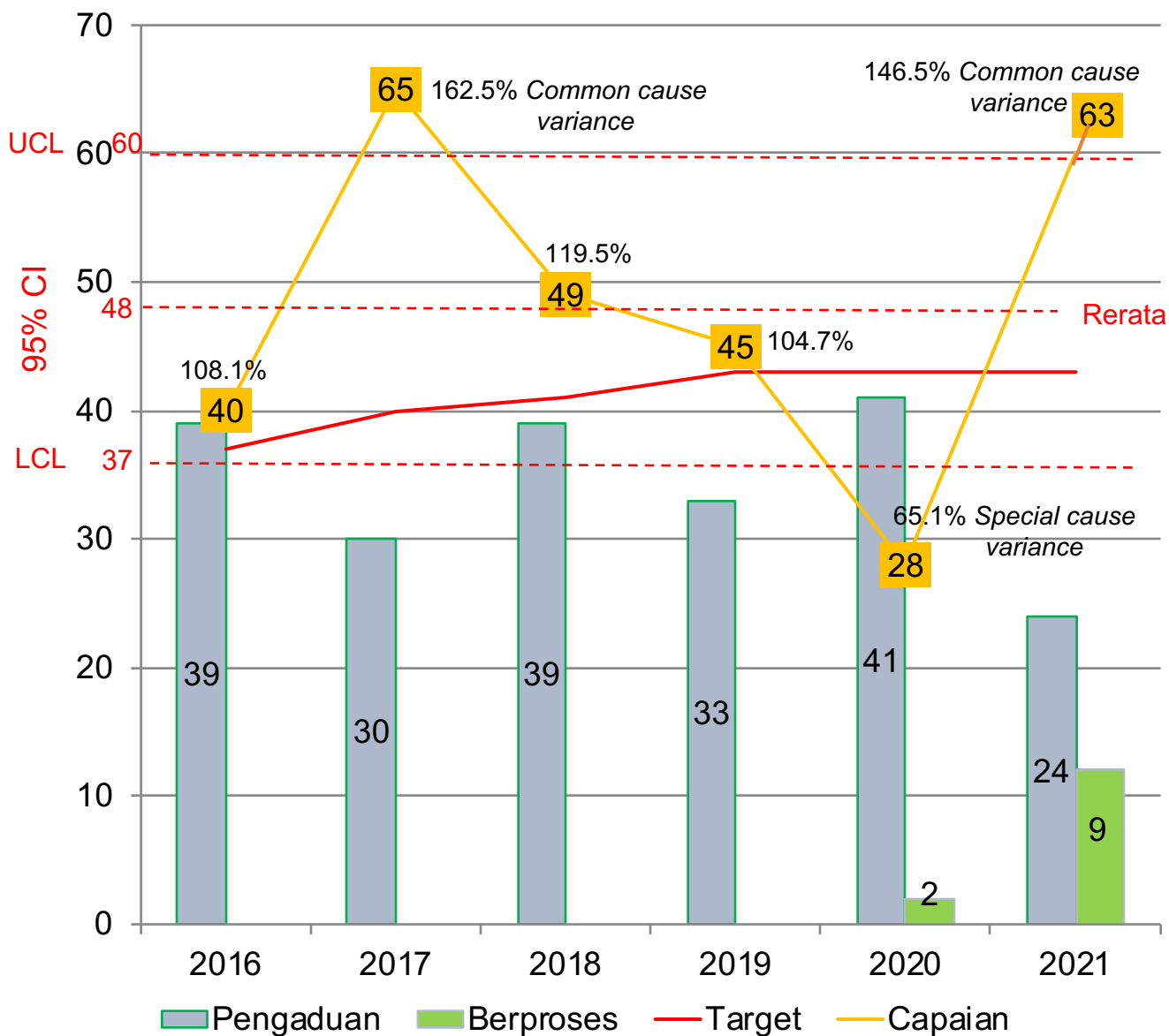


MONITORING KINERJA MKDKI 2016 s/d 17 NOVEMBER 2021

Statistics Process Control (SPC)

$$95\% \text{ CI} = \text{Mean} \pm 2 \text{ SE}$$

	2016	2017	2018	2019	2020	2021	Jumlah	%	Rerata
Target	37	40	41	43	43	43			
Capaian	40	65	49	45	28	63	290	96.35	48
%	108.1	162.5	119.5	104.7	65.1	146.5			117
Pengaduan	39	30	39	33	41	24	206		34
Berproses	0	0	0	0	2	9	11	3.65	



Kesimpulan:

Kinerja MKDKI III dari periode 15 Juli 2016 s/d 17 November 2021:

1. Jumlah Penanganan Kasus Pengaduan (N) = **301**
2. Selesai (n_1) = **290/301 (96.35%)**, Sisa Berproses (n_2) = **11/301 (3.65%)**
3. Jumlah PTUN = **3/290 (1.03%)** & MA=1 seluruhnya sesuai Putusan MKDKI
4. Capaian Target tahun **2021 = 63/43 (146.5%)**
5. Indeks Pengaduan IP (1/100 000) rentang 95% CI (*Confidence Interval*) = Means \pm 2SE = **18.6 \pm 4.1**

Tindak Lanjut: melaksanakan kegiatan sesuai

1. [Rencana Aksi Kegiatan \(RAK\) November 2021](#)
2. [Rencana Aksi Kegiatan \(RAK\) Desember 2021](#)

Jakarta, 17 November 2021

[Ketua MKDKI](#)

Dody Firmanda